Decatur Renaissance Condos
Water Incident Date: March 9, 2019

Narrative Description: The property manager, Amy Crosby received a phone call from board member, Kathy Griffith regarding an alarm in unit 623. A resident, Sandy Bass, contacted Kathy and Kathy contacted Amy. After speaking with Amy, Kathy retrieved the unit key from the management office. Kathy entered the unit and found the toilet leaking which was causing the water leak sensor behind the toilet to sound. Amy arrived soon after. They discovered the toilet leaking from the rusty screw holes that holds the tank to the bowl. There was not a lot of water on the tile floor so it was an easy cleanup. Amy and Kathy turned off the toilet water supply valve, removed all of the water from the tank and placed the sensor back on the floor behind the toilet.

Summary
Water Source: toilet in unit 623

Water destination: the tile floor of unit 623

Water path: the water dripped from the toilet tank to the floor of unit 623

Damage: no damage

Resolution: the unit owner is going to replace the toilet or at least the rusty screws upon his return to Decatur

Future preventive measures: replace the toilet or at least the gasket and / or rusty screws before a leak can occur

Additional Considerations, Questions and Comments: The neighboring unit owner that heard the water sensor alarm said she didn't know how to contact the property manager. Perhaps we should reiterate to residents how to get in touch with Amy which is calling the management office and telling the answering service they need a call back from Amy asap; they hear an alarm sounding.